



National Finance Center Customer Notification

Date of Notification: August 31, 2010

Subject: Health Benefits Document Issue

Database/Customer(s) Affected: All

Dear Customer:

On Monday, August 30, 2010, the U.S. Office of Personnel Management (OPM) notified NFC of a dependent's Date of Birth (DOB) error in its FEHB transmission file for PP16. Approximately 700 employees' SF 2809s (Health Benefits Election forms) were impacted. This date of birth error stopped the processing of an insurance record for the employee, as well as their dependents. Because of this, the employees' and their dependents' insurance records were not forwarded to the appropriate Health Benefits Carrier.

NFC programmers corrected the DOB information and re-transmitted the file to OPM on Monday, August 30, 2010. On September 4, 2010, OPM will initiate a special run to reprocess the 700 employees' SF 2809s and transmit the file to the Health Benefits Carriers. If during this short timeframe any individual impacted by this error needs medical attention, they should contact their HR office, their HR office will contact NFC on their behalf and NFC will forward the corrected insurance information to the Health Benefits Carrier.

A list of impacted agencies and employees will be provided as soon as it becomes available.

If you have any questions regarding this notification, please contact the NFC Payroll/Personnel Call Center at (800) 981-3026 or (504) 426-6455 (Option 3, then Option 1) or the EmpowHR Help Desk at 1-888-367-6955 or via email at nfcempowhr@usda.gov.

"Tip of the Week"

Agencies should remind returning military employees that they have the option of electing the G-Fund for TSP make-up contributions and/or missed agency contributions. If the employee elects the "G Fund", the Agency should indicate that fact on their request. Additional details can be found in the TSP Fact Sheet for military employees who return to Federal Civilian service on the TSP Web site at

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